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Atty. Docket No. 696.005

APR - 4 2006

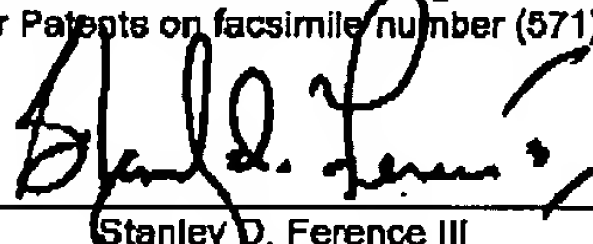
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : Srinivasan et al.  
Serial No. : 09/804,728 Examiner : Y. Retta  
Filed : March 13, 2001 Art Unit : 3622  
For : METHOD AND APPARATUS FOR INTERNET  
CUSTOMER RETENTION

April 4, 2006

AMENDMENT

I hereby certify that this correspondence and any documents referred to as enclosed therewith are being transmitted by facsimile to the Commissioner for Patents on facsimile number (571) 273-8300 on April 4, 2006.

  
Stanley D. Ference III  
Reg. No. 33,879

April 4, 2006  
Date of Signature

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Sir:

Responsive to the Office Action dated October 4, 2005, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on Page 2 of this paper.

**Remarks** begin on Page 5 of this paper.